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| **Supplemental Table S1 - Comparison of Baseline characteristics for patients with complete data (1,179) with patients who did not complete follow up (73)** |
|  |  |  |  |
|  | **Baseline & Follow Up Data** | **Missing Follow Up Data** | **P value** |
|  | **(N=1,179)** | **(N=73)**  |  |
| **Demographics** |  |  |  |
| Age(Mean + Standard Deviation) | 67.0 (11.6) | 69.1 (13.7) | 0.190 |
| Gender [N (%)] |  |  | 0.0299 |
|  Female | 640 (54.3) | 30 (41.1) |  |
|  Male | 539 (45.7) | 43 (58.9) |  |
| Race/Ethnicity [N (%)] |  |  | 0.258 |
| White | 667 (56.6) | 42 (57.5) |  |
| Asian | 94 (8.0) | 8 (11.0) |  |
| Black | 162 (13.7) | 5 (6.8) |  |
| Hispanic | 231 (19.6) | 15 (34.2) |  |
| Other/Unknown | 25 (2.1) | 3 (4.1) |  |
| Spanish Speaker [N (%)] |  |  | 0.447 |
|  Yes | 71 (6.0) | 6 (8.2) |  |
|  No | 1108 (94.0) | 67 (91.8) |  |
| Standardized Neighborhood Deprivation Index [N (%)] |  |  | 0.867 |
|  1st quartile - least deprived (-1.45 to -0.75) | 238 (20.2) | 17 (23.3) |  |
|  2nd quartile (-0.74 to -0.20) | 353 (29.9) | 21 (28.8) |  |
|  3rd quartile (-0.19 to 0.53) | 324 (27.5) | 18 (24.7) |  |
|  4th quartile - most deprived (0.54 to 4.19) | 250 (21.2) | 17 (23.3) |  |
|  Unknown  | 14 (1.19) | 0 (0.00) |  |
| **Diabetes Management** |  |  |  |
| Total count of A1c tests (Mean ± Standard Deviation) | 2.20 (1.2) | 2.28 (1.3) | 0.575 |
| **Most recent A1c prior to baseline assessment in IFCC units (mmol/mol) and DCCT units (%)** |  |  | 0.535a |
| <53 (<7%) | 411 (34.9) | 27 (37.0) |  |
| 53-63 (7 – 8%) | 392 (33.2) | 28 (18.1) |  |
| 63-74 (8-9%) | 163 (13.8) | 7 (9.6) |  |
| >=74 (>= 9%) | 180 (15.3) | 8 (11.0) |  |
|  Unknown | 33 (2.8) | 3 (4.0) |  |
| Calf Pain [N (%)] |  |  | 0.7631 |
|  Yes | 654 (55.471) | 44 (60.274) |  |
|  No | 81 (6.870) | 4 (5.479) |  |
|  Unknown | 444 (37.659) | 25 (34.247) |  |
| **Shared Decision Making** **Range: 0-100; higher score indicates highest level of shared decision making) [N (%)]** |  | 0.079a |
|  1st quartile - low level (0.00 to 24.44) | 155 (13.147) | 5 (6.849) |  |
|  2nd quartile (26.67 to 48.89) | 284 (24.088) | 19 (26.027) |  |
|  3rd quartile (51.11 to 73.33) | 313 (26.548) | 13 (17.808) |  |
|  4th quartile - high level (75.56 to 100) | 427 (36.217) | 35 (47.945) |  |
|  Unknown  | 0 (0.000) | 1 (1.370) |  |
| **Outcomes (mean + standard deviation)** |  |  |  |
| Quality of Life (range=0-1; 1=best possible health)  | 0.657 (0.092) | 0.634 (0.100) | 0.044 |
| Pain Interference 8-Item Short Form (range=40.7-77.0; higher score=maximum interference) | 57.3 ± 8.7 | 56.3 ± 9.7 | 0.353 |
| Sleep Disruption (range: 32-84.2; higher score=maximum disruption) | 57.6 ± 4.1 | 57.6 ± 4.2 | 0.88 |
| Lower Extremity Functioning (range: 16.5-58.6; higher score=better functioning) | 48.4 ± 11.4 | 45.7 ± 12.6 | 0.052 |
| Depressive Symptoms (range:38.2-81.3; higher score=worse symptoms) | 39.8 ± 6.7 | 41.97 ± 9.3 | 0.056 |
| Patient-Provider Communication Score (CAHPS Health Plan Survey): min=4; max=24; higher score=better communication) | 20.9 + 4.4 | 20.4 + 5.1 | 0.522 |

a Computed based on the non-missing values; Fisher’s exact test.`

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| **Supplemental Table S2 - Diabetic Peripheral Neuropathy Interactive Voice Response**  |
| **Call Completion Summary** |
| **Study Arm** | **Patients Called** | **Calls Completed** | **Inbound Calls as a Subset of Completed** **Calls (a,b)** | **Spanish Language Calls as a Subset** **of Completed Calls (a)** | **Mean Call Attempts (c)** | **Mean Duration in Seconds (c)** |
|  |  |  | # | % | # | % | # | % |  |  |
| Control |  |  |  |  |  |  |  |  |  |
|  | 2 Months | 655 | 506 | 77% | 177 | 35% | 15 | 3% | 2.13 | 229 |
|  | 4 Months | 650 | 502 | 77% | 191 | 38% | 14 | 3% | 2.08 | 216 |
|  | 6 Months | 588 | 443 | 75% | 171 | 39% | 8 | 2% | 2.02 | 182 |
| Treatment |  |  |  |  |  |  |  |  |  |
|  | 2 Months | 593 | 439 | 74% | 194 | 44% | 8 | 2% | 2.17 | 308 |
|  | 4 Months | 582 | 429 | 74% | 155 | 36% | 6 | 1% | 2.25 | 290 |
|  | 6 Months | 527 | 373 | 71% | 155 | 42% | 6 | 2% | 2.11 | 294 |
| (a) | Percent is percent of completed calls |  |  |  |  |  |  |
| (b) | Inbound indicates that the patient called the toll-free number to complete the call |
| (d) | Compares completion rates of control group to treatment group for respective call period |  |

**Supplementary Table 3. Results of statistical models testing for interactions between the intervention and the level of patient-reported shared decision making at baseline**

|  | **Parameter** | **Estimate** | **Empirical Standard Error Estimates** | **95% Lower Confidence Limit** | **95% Upper Confidence Limit** | **Pr > |Z|** |
| --- | --- | --- | --- | --- | --- | --- |
| Change in Quality of Life (Eq-5D) | Intercept | 0.011 | 0.008 | -0.004 | 0.026 | 0.156 |
| Intervention | 0.0100 | 0.011 | -0.011 | 0.031 | 0.359 |
| Shared Decision Making | 0.0002 | 0.0001 | -0.000 | 0.0004 | 0.063 |
| Interaction | -0.0002 | 0.0002 | -0.001 | 0.0001 | 0.209 |
| Change in Pain Interference  | Intercept | -1.981 | 0.866 | -3.678 | -0.284 | 0.022 |
| Intervention | -0.431 | 1.293 | -2.966 | 2.103 | 0.739 |
| Shared Decision Making | -0.014 | 0.013 | -0.039 | 0.012 | 0.286 |
| Interaction | 0.012 | 0.020 | -0.026 | 0.050 | 0.534 |
| Change in Sleep Disruption | Intercept | 0.446 | 0.403 | -0.344 | 1.236 | 0.268 |
| Intervention | 0.238 | 0.604 | -0.946 | 1.423 | 0.693 |
| Shared Decision Making | 0.0004 | 0.006 | -0.011 | 0.012 | 0.946 |
| Interaction | 0.002 | 0.009 | -0.016 | 0.020 | 0.853 |
| Change in Lower Extremity Functioning | Intercept | 0.538 | 0.990 | -1.402 | 2.478 | 0.587 |
| Intervention | 1.108 | 1.387 | -1.611 | 3.826 | 0.425 |
| Shared Decision Making | 0.020 | 0.015 | -0.009 | 0.050 | 0.179 |
| Interaction | -0.020 | 0.021 | -0.060 | 0.021 | 0.338 |
| Change in Depressive Symptoms | Intercept | 0.090 | 0.681 | -1.244 | 1.424 | 0.895 |
| Intervention | -1.105 | 0.931 | -2.929 | 0.719 | 0.235 |
| Shared Decision Making | -0.009 | 0.010 | -0.029 | 0.011 | 0.390 |
| Interaction | 0.011 | 0.014 | -0.017 | 0.038 | 0.445 |
| Change in Communication Score | Intercept | 1.0078 | 0.5103 | 0.0076 | 2.0080 | 0.0483 |
| Intervention | -0.9185 | 0.7678 | -2.4233 | 0.5863 | 0.2316 |
| Shared Decision Making | -0.0169 | 0.0070 | -0.0306 | -0.0031 | 0.0161 |
| Interaction | 0.0080 | 0.0103 | -0.0123 | 0.0282 | 0.4407 |
| Likelihood of ever reaching a therapeutically effective dose of medication | Intercept | 0.5122 | 0.0477 | 0.4187 | 0.6058 | <.0001 |
| Intervention | 0.0147 | 0.0705 | -0.1235 | 0.1529 | 0.8346 |
| Shared Decision Making | -0.0000 | 0.0007 | -0.0014 | 0.0014 | 0.9788 |
| Interaction | 0.0003 | 0.0011 | -0.0018 | 0.0024 | 0.7777 |